Council on Technology Services

Minutes
July 12, 2006
Virginia Economic Development Authority
901 E. Byrd St., 20th Floor
Richmond, Virginia

Members Present

Lemuel C. Stewart, Jr., Chairman (VITA)	Virgil E. Kopf, Ph.D., PMP (DGIF)
L. Farley Beaton (VRS)	Francis X. Moore, III, Ph.D. (Longwood)
Jeanne H. Branch (DPOR)	Shirley C. Payne (UVA)
David W. Burhop (DMV)	Darlene H. Quackenbush (JMU)
Bethann H. Canada (DOE)	Robert L. Smith (SCV)
The Honorable Aneesh P. Chopra (SoTech)	Mark D. Willis (VCU)
Linda Foster (TAX)	William E. Wilson (DLAS)
Dania Karloff (Chesapeake)	

Members Absent

Jerome P. Allgeier (VDACS)	David J. Molchany (Fairfax)
James E. Burns, M.D., M.B.A. (VDH)	John Taylor (DOC)
M. Elaine Carver (Roanoke)	

Others Present

Paul Dodson (VITA)	Don Kendrick (VITA)
Fred Duball (VITA)	Emily Seibert (VITA)
Margo Dunn (COVITS 2006)	Jerry Simonoff (VITA)
Jenny Hunter (VITA)	

Call to Order

On behalf of Chairman Lemuel C. Stewart, Jr., Chief Information Officer (CIO) of the Commonwealth, Jerry Simonoff called the meeting of the Council on Technology Services (COTS) to order at 12:05 p.m. He said Mr. Stewart would arrive shortly, and thanked the Virginia Economic Development Partnership for hosting the meeting.

IT Infrastructure Partnership Update

Virginia Information Technologies Agency (VITA) Director of Service Management Organization Fred Duball provided an update on Transformation and the Infrastructure partnership with Northrop Grumman. The Chairman arrived during his presentation. Highlights of his presentation are:

- The partnership experienced successful Service Commencement Date (SCD) on July 1, with continuity of infrastructure services maintained as responsibility transitioned from VITA to Northrop Grumman.

- The employee transition was highly successful, with 552 employees accepting the Northrop Grumman job offers (65%). Employee acceptance and transition continues through September 2006.

- Ground was broken for the Commonwealth Enterprise Solutions Center on May 23, which will house a Tier III data center and VITA operations.

- Program-wide independent verification and validation began June 19 with CACI.

- Program interactions and governance continues to evolve.

- Service areas for the partnership include end user services (desktop, help desk, messaging); data center services (mainframe, server); network services (voice, data, video); and security services.

- Portfolio of transformation projects is beginning to modernize the state's infrastructure. Four pilot agencies include Department of Veterans Services, Virginia Museum of Natural History, Department of Minority Business Enterprise and Department of Criminal Justice Services.

- Customer input is vital to success. The Customer Advisory Council was established in May, including ten agency IT resources (AITRs) representing Secretariats and small and large agencies, for open dialogue and active participation.

In response to a question from Dave Burhop, Mr. Duball said there is a set of criteria in place to determine which personal computers (PCs) will be refreshed, such as age and remote supportability.

In response to questions from Bethann Canada, Mr. Duball said the target is to refresh approximately 8,000 computers per quarter. The team is mindful of business needs and avoiding disruption during peak business cycles. The partnership will determine the brand of hardware for the desktop refresh. Feedback from the Customer Advisory Council is "it has to work and it has to have service level agreements."

In respond to a question from Dania Karloff, Mr. Duball said VITA strongly encourages localities and institutions of higher education to take advantage of the data center facilities, including the backup data center in Southwest Virginia. Most localities cannot afford backup and disaster recovery services on their own, and may benefit from the investments the partnership is making.

Opening Remarks from the CIO

Mr. Stewart described the vision for the infrastructure partnership as a Commonwealth initiative, not a VITA or Executive branch initiative. The vision has been that way all along, but the education is catching up with the strategy. The facilities are shared facilities. They're not owned by the state—they are owned by independent parties. Virginia made the business decision that it makes no sense for us to bear the full burden with high level security when you can share it and information protection. Northrop Grumman can invite other commercial players into the facilities. For government side, it means both facilities are open to higher education and localities.

The network is not open, it's for government. The network design has evolved, with participation from higher education and e-911 service providers who see a utility component from a data, voice and Voice Over Internet Protocol (VoIP) perspective. The team is discussing bringing all the carriers together and have them redesign and reconstruct a

highway that is redundant from end to end of the state; do ramps off that major pipe down to the primary emergency services PSAP. We have nine networks that don't talk to one another and only exchange 27 bits. This partnership will build the emergency services network at the highest standard of security.

Mr. Stewart shared the revised VITA organization chart. He announced the resignation of Deputy Chief Information Officer Cheryl Clark, who retired from a distinguished career of public service at VITA and Department of Motor Vehicles. Her position will not be refilled, as VITA is in the process of streamlining the organization. VITA cannot increase costs due to the cap in the partnership based on 2005 expenses. When he arrived in 2004, the overhead rate was 18 percent. It is now 12 percent and will get below 10 percent in the current fiscal year. In the private sector, 8 to 10 percent is considered excellent.

He said the goal of the partnership is to approach IT service delivery as a consistent utility with predictable costs. This will help many agencies that don't have IT budgets or scramble at the end of the fiscal year to pay for hardware, upgrades and software.

In response to a question from Mr. Burhop, Mr. Stewart said that the memorandum of understanding process is different with each agency. The Governor and his cabinet understand and support that the MOU process is a requirement to meet the obligations of the partnership contract and are working to align expenditures with budget.

Mr. Stewart welcomed Linda Foster from Department of Taxation as a new COTS member, representing the Finance Secretariat. She leads the office of technology and serves as the senior technical advisor to the Tax Commissioner. Mr. Stewart announced the resignation of Jan Fatouros from the Council. She was a founding member of the COTS in 1998, and an active participant, having chaired the IT Procurement Workgroup and the IT Strategic Planning Workgroup. She served on four other Workgroups during her tenure and an advocate for improving IT in the Commonwealth in ways that demonstrate value. Because of the demands of her role leading information systems at Department of General Services and supporting major IT projects at State Board of Elections and Department of Charitable Gaming, Jan resigned from COTS.

Approval of the Minutes

Mr. Stewart introduced the draft meeting minutes from March 8, 2006. Mr. Burhop moved to accept the minutes as written. The motion was seconded by Virgil Kopf and approved unanimously by the Council. The meeting minutes will be posted to the COTS Web site and the Commonwealth Calendar.

Commonwealth of Virginia IT Strategic Plan

Paul Dodson, VITA Technology Strategy & Solutions, provided a briefing on the statewide IT strategic plan. Highlights of his presentation are:

- The strategic plan is aligned with Virginia's eight long term objectives identified by the Council on Virginia's Future and Virginia's existing planning processes developed by Department of Planning and Budget.

- The strategic plan is a Commonwealth plan, inclusive of all stakeholders, not a "VITA plan."

- The strategic plan sets a mission, vision and practical direction for IT in the Commonwealth that is "do-able."

- The plan was developed with input from more than 150 individuals from government, private sector and the public through 16 interactive stakeholder workshops.

- The mission is "maximize the use of technology to enable, enhance and sustain the delivery of Commonwealth services."

- The vision is "be a trusted, agile partner in delivering and transforming Commonwealth services that consistently exceed customer expectations."

There are five strategic goals. They are:

1. Increase accessibility to government
2. Facilitate IT collaboration and partnerships
3. Ensure a trusted and reliable technical environment
4. Create a reputation of performance for technology
5. Increase workforce productivity through the use of technology

There are 17 strategic objectives and 49 strategies and initiatives in support of these goals. The implementation plan calls for establishing a goal champion and goal committee for each of the five goals to provide leadership and develop and execute work plans. The implementation program will be presented to the IT Investment Board (ITIB) on July 20.

Mr. Burhop recommended sharing the plan with agency heads. Mr. Stewart said that the goal champions will likely be Cabinet members, who can help drive alignment and discussion. Mr. Simonoff said that 49 initiatives seemed like a lot to take on over the next four years. The significant majority of the initiatives are currently under way, and the plan takes advantage of the existing momentum.

Workgroup Updates

Identification & Access
The mission of the Identification & Access Workgroup is to explore creating a unique and consistent identification of customers that is usable in all public transactions, and protects privacy and security while increasing accessibility to government services. Workgroup Chairman Dave Burhop said the Workgroup has met twice and developed a plan to deliver a white paper. The paper will detail the alternatives and the pros and cons associated with each as well as estimated cost information, political impacts, security concerns and general feasibility elements.

The Workgroup currently has four members and is seeking additional members. The Workgroup is reviewing the My Virginia PIN initiative for lessons learned, assessing high level strategies and researching previous initiatives in the public and private sectors. The plan is to deliver the paper in the spring timeframe.

Mr. Stewart encouraged participation and contribution of COTS members to the Workgroup effort and highlighted the citizen demands for better service and security. Virgil Kopf encouraged the group to think about the economies of e-government with electronic signatures to allow us to move info in a secure format and eliminate some paperwork.

Mobile Workforce
The Workgroup will identify best practices to support Virginia's telecommuting/mobile workforce policies and practices. Workgroup Chairman Farley Beaton introduced the

Workgroup's draft charter. The Workgroup will develop a white paper that documents best practices as they relate to the business rules, technology enablers and approaches for measuring mobile workforce program performance. The group will produce a resource guide and recommendations for further action. There are eight members and the Workgroup is staffed by Mike Hammel of VITA.

Mr. Simonoff said there are potential savings or tradeoffs for mobile workforce initiatives. With the "hotelling" concept, you should need less facilities and workspace support. Mr. Beaton said there is a Joint Commission on Technology and Science (JCOTS) workgroup reviewing similar issues, and there may be legislative proposals in 2007.

Bill Wilson said there is a meeting of a legislative study committee on telework, as it relates to transportation and building incentives in the *Code* to encourage telework. Mr. Stewart said teleworking introduces potential change in how to support telework, break/fix and standardization. Ms. Canada said the group discussed telework support and the need to overcome the technical and security obstacles for people to use personal equipment.

Mr. Kopf emphasized the institutional culture changes. When he attempted to establish a telecommuting policy for his agency, he met resistance from supervisors who declared all of their employees ineligible for telework.

Single Pipeline

The Workgroup is focused on data-sharing issues and opportunities between state and local governments to facilitate better citizen services and a more "event oriented" approach to government services vs. the traditional "transaction oriented" approach. Workgroup Chair Dania Karloff said there are two members and the Workgroup is seeking volunteers, especially in the Richmond area. The Workgroup is gathering information from agencies and localities to identify methods by which resources can be shared to provide a better approach to citizens.

Mr. Stewart encouraged the Workgroup to look outside of COTS for membership and support. The Council on Virginia's Future is focused in part on similar initiatives through the Solutions Committee, chaired by Secretary of Technology Aneesh Chopra. He recommended meeting with the Secretary to talk about the local government arena and opportunities to move forward.

COVITS 2006

The Commonwealth of Virginia Information Technology Symposium (COVITS) Workgroup Chair Bill Wilson said the Workgroup is working on the Governor's Technology Awards and providing guidance to the conference agenda and program. He provided copies of the draft COVITS schedule and topics. Mr. Wilson described how COVITS had evolved to a string of keynote speeches. The 2006 program has a more substantive agenda and stronger Virginia focus.

The Governor's Technology Awards are aligned with the strategic IT plan for the Commonwealth. The categories are better defined so there is more clarity as to who should enter into which category. He shared the proposed categories. They are:

- Increased Accessibility to Government
- Collaboration and Partnership

- Creation of the Trusted Environment
- Workforce Productivity
- Innovative Use of Technology in Local Government
- Innovative Use of Technology in Higher Education

To help drive participation in the awards program and the conference, each award applicant will receive one free ticket to the conference. Mr. Wilson requested COTS members to serve as judges, using an online system to review and score the nominations. Mr. Stewart said all COTS members will be on the judging panel.

Ms. Canada said Department of Education can promote the conference and awards program statewide if there was a category for K-12 education. Mr. Wilson said the category would be added.

In response to questions from Mr. Kopf, COVITS 2006 Executive Director Margo Dunn said the award winners would be announced immediately following the opening remarks. Mr. Kopf said having the winners provide a presentation was a good thing in the past. Ms. Dunn said COVITS is considering having a state and local government showcase in the exhibit space, which could be a place to feature the winners.

Ms. Dunn described some of the changes to COVITS based on stakeholder feedback and evaluation of the conference and its purpose. COVITS 2006 is working to make sure the conference is in synch with what is happening in the agencies and tie in to the major initiatives and PPEA activities. They are trying to bring back some of the atmosphere of the earlier COVITS when they were in Lexington.

Ms. Dunn reviewed the highlights of the program agenda and welcomed suggestions. The conference is September 10 -12 in Roanoke.

New Business & Public Comment

Mr. Stewart asked if any Council members had new business to bring to the Council. There was no new business. Mr. Stewart asked for public comment. There was none.

Adjournment
There being no further business, Mr. Stewart adjourned the meeting at 2:39 p.m.